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# RICHWAY & FUJI BIO INC. RMA GUIDE

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This document provides information & details on “HOW TO RMA” with Richway (Richway & Fuji Bio Inc.).

NOVEMBER, 2021 REV 1.

RICHWAY & FUJI BIO INC.

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In business operations as our daily life goes, we understand that situations happen, or expectations change, so we have been prepared our customers for product returns, repairs, and replacements. Being **consumer goods**, which are personal items like toothbrushes, clothes, mobile devices, or computers components, our products will be expected to show different signs of a wear-and-tear overtime. Product service lives may also vary. Richway & Fuji Bio Inc. (“Richway”) has the tools to make the Return Merchandise Authorization (RMA) process seamless with the combined efforts of our Business Activity Management and Customer Support Team to provide customers appropriate services in a timely manner.

The RMA process involves many real time moving parts and can easily become a nuisance for customers. This document provides an overview on “how to RMA” with Richway.

**All RMA services are subject to Richway’s *Product Warranty Policy, Repair Service Policy, Return Policy, Richway Care Program Policy, and other Terms and Procedures.***

### **BEFORE YOU BEGIN**

If you are requesting regarding a transaction, or a new order that has not been received or delivered, you DO NOT need RMA. Or when the package an order is on its way, if the package can be rejected and returned upon its delivery, you DO NOT need RMA. Please understand that due to the nature of RMA services, all RMA requests and inquiries are required to be submitted in writing.

### **NOTE:**

If you have purchased your Richway Product (“the Product”) through a retailer/ distributor/ business agent, please contact them first to determine what their repair/return policy is. Please collect as much sales information from them as possible. Richway only holds firsthand final sales information and raw data available collected from original order submitters. For privacy concerns, any customer data updates will be captured and recorded, only when provided by submitters in writing.

### **NOTICE TO ALL ISA/ SPONSORS/ RETAILERS/ DISTRIBUTORS/ BUSINESS AGENTS:**

If a customer has directly purchased the Products from you instead of Richway, please assist customers with correct sales information for RMA requests. Please keep all sales records for appropriate warranty services. You shall not make any false or misleading representations to customers or others regarding Richway or the Products. You shall not make any representations, warranties, or guarantees with respect to the specifications, features or capabilities of the Products that are not consistent with Richway’s documentation accompanying the Richway Products or Richway’s literature describing the Products, including the limited warranty and disclaimers.

### **Biomat & Bio-Belt:**

Please ensure ALL cord connections and power sources are secure and functioning.

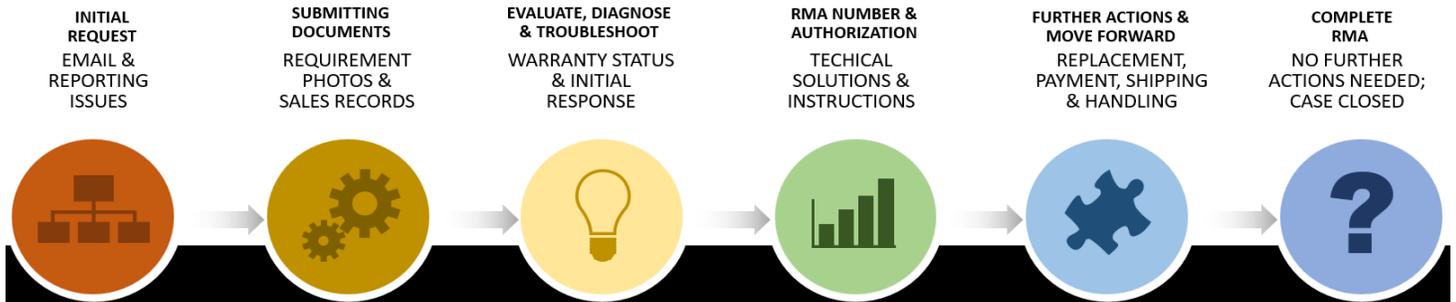
**Red alarm light blinking/ beeping:** please ensure that the connection is proper. Or it could indicate a mat issue. Please try to use the mat by sitting, laying, rolling, pressing your palms all over on top of the mat, then witness if the controller responds.

**Temperature & Heat:** all Biomats and Bio-Belts are designed to be weight and pressure sensitive, so will responds by generating heat differently. When an object is placed on top of a Biomat, areas where the object contacts on the mat might form close heat circulation. As result it might heat up quicker and feel warmer between the object and the mat.

**Defective/faulty products:** If a product is "defective/ faulty", it refers to a new product that does not operate or perform as it was advertised its original purpose from the beginning.

## “HOW TO RMA” & RMA PROCESS

The RMA (Return Merchandise Authorization) process requirements and workflow is essentially as follows:



### RMA REQUEST REQUIREMENT CHECKLIST:

Please be sure to include ALL required information. We may not be able to proceed with your request or provide you with correct solutions, if we do not have sufficient information.

#### 1. PROBLEMS & ISSUES IN DETAILS

- While the product is in use as usual,
  - WHAT is “not working”?
  - HOW is “not working” noticed?
  - WHEN is “not working” witnessed?
- If necessary, you may send a short video clip that shows issues. (optional)
- Our Products are considered as personal consumer goods; thus, the nature of each case will vary from individual to individual.

#### 2. SALES RECORD

- If you are the original purchaser; or if you have directly purchased the product from Richway,
  - Please provide the original Order#, Invoice RI#, Sales registration (Richway Member) information, email confirmation, receipt, business name etc.
- For products purchased from a retailer/ distributor/ business agent,
  - Please contact them first to determine what their repair/return policy is. Please collect as much sales information from them as possible, if Richway is unable to track or locate sales record of the product for RMA services.

#### 3. CLEAR PRODUCT PHOTOS

- Please send product photos for service reference uses
- For BIOMATS & BIOBELTS:
  - Controller Box front & back ( the entire device, including labels and tags. DO NOT send photos which are cropped or only shows products partially.)
  - Mat & back of the mat connector (where your controller cord is inserted)
  - Please include additional photos to show the issues in detail, if it is visible. (make sure your email or device image quality settings)



### Initial request & reporting issues:

- Send an RMA service request to initialize the process by an initial email to: [rma@richwayusa.com](mailto:rma@richwayusa.com).
- State reasons for an RMA service request.
- Please describe briefly with sufficient details on issues and problems happening:
  - While the product is in use as usual, “not working”
  - 1) WHAT is “not working”?
  - 2) HOW is “not working” noticed?
  - 3) WHEN is “not working” witnessed?
- If necessary, you may send a short video clip that shows issues. (optional)
- An email autoreply will be sent right away, with a requirement checklist included. (Please check spam folder or junk mail or other email incoming mail settings.)
- Depending on the nature of the problem you reported, our Customer Support Team will respond to the initial email with initial troubleshooting ASAP in real time. The Products are considered as personal consumer goods; thus, the nature of each case will vary from individual to individual. Sometimes for unusual cases it might take a little bit longer for them to follow up.
- Please remain communications within the same email trail for the same request, either in the initial RMA request email or in the initial autoreply. Our support team will follow up based on initial timestamps of each request ASAP.



### Submitting documents:

- Richway’s goal is to diagnose, repair, replace and return your product in the most efficient manner possible. To help us do so, please provide us with as much information in writing as possible.

- Please be sure to include ALL required information. We may not be able to proceed with a request or provide correct solutions if we do not have sufficient key information.
- **SALES RECORD**
  - If you are the original purchaser; or if you have directly purchased the product from Richway, please provide the original Order#, Invoice RI#, Sales registration (Richway Member) information, email confirmation, receipt, business name etc.
  - For products purchased from a retailer/ distributor/ business agent, please contact them first to determine what their repair/return policy is. Please collect as much sales information from them as possible, if Richway is unable to track or locate sales record of the product for RMA services.
- **CLEAR PRODUCT PHOTOS**
- Please send clear product photos for remote service reference uses. (Check email or device image quality settings)
- **BIOMATS & BIO-BELTS:**
  - Controller Box front & back (the entire device, including labels and tags. DO NOT send photos which are cropped or only shows products partially.)
  - Mat & back of the mat connector (where your controller cord is inserted)
  - Please include additional photos to show the issues in detail if it is visible.
- **Other Richway Products:**
  - Please include clear photos of tags and labels of the Products.



### Evaluate, Diagnose & Troubleshoot:

- Once an RMA request has been received by one of our staff members from our Customer Support Team, they will review the request for completeness, validity, and the warranty status of the reported Product for RMA services.
- There are several unauthorized dealers and online retailers selling our Products or imitations and counterfeits on platforms such as [Amazon](https://www.amazon.com), [eBay](https://www.ebay.com), etc., some of whom falsely claim to have been authorized by Richway. There are also unauthorized dealers who take customer's orders, charge their credit cards, but do not have the correct updated products in stock to deliver. Consequently, all warranty services of Richway Products sold by those unauthorized parties are affected or voided. Richway has been taking appropriate actions and doing our best to stop and prevent unauthorized manners in delivering our Products.



### RMA Number (RMA#) & Authorization:

- We may contact you with questions or to attempt troubleshooting before assigning a case/request reference RMA number (RMA#).
- For technical Issues that our Customer Support Team cannot successfully troubleshoot or diagnose remotely, or if a request is related to [the Richway Care Program](#), a unique reference RMA# based on the information in each case/request. An RMA# is used to identify and track the status and progress of a case/ request.
- Our Customer Support will use an authorized RMA# to further work for a case/request to resolve issues with best remedies suitable for the case/request. (Please understand that there will be limitations and conditions for each case, due to the Product purchase authorization and eligibility, warranty statuses, business operational capabilities etc.)
- If the Product must be returned to Richway's Service Centers for services, you will receive instructions on how to send in the Product to Richway via e-mail under the email conversation within the same initial email request or email autoreply. Details will be based on related service terms and policies. The address, packing instructions, and shipping information will be included in the email that is received ONLY when the RMA is authorized with an RMA# provided.



### Further actions & Move Forward:

- Once an RMA request is reviewed and authorized by the Customer Support Team the following Richway Departments will step in or finalize the request with further assistance:
  - Orders Department (refunds on new orders & RMA service charges)
  - Shipping Department (order or request handling & delivery)
  - Repair Department (inspections, repairs & tests)
- There are TWO Richway Service Centers, one in Honolulu, Hawaii, USA, and the other in South KOREA. RMA Requests from the USA and Canada will be handled by the service center in the USA, or else will be handled by the service center in South Korea. Please compare of time and geographic differences.



### Complete the RMA:

- Upon completion of an RMA request, evaluated service charges and payments based on situations and the Product warranty statuses will be billed and collected. Once a transaction is cleared, Richway does not store or keep any customer's credit card information for security purposes. The customer may settle payments via multiple credit cards, or via a personal check made to Richway & Fuji Bio Inc and referencing the RMA#. A separate email confirmation will be sent upon completion of a transaction.
- Please update a most current return shipping address (NO P.O. Boxes) for us to ship out RMA service items, or the last address found on record will be used. All ready-to-go RMA may be stored at the Richway Service Center for additional 14 calendar days, as of the date of service charges and payments.
- A separate email with shipping information and tracking# will be sent.
- Repair services: please expect 6-8 weeks completion turn-around period upon receipt by Richway, and additional 7~14 business days of delivery service.  
Richway Care Program Products: please expect 7~14 business days of delivery services  
International requests: please be aware of customs duties and taxes of return destinations. Richway is not responsible for these fees or is not liable to provide details and information on these fees.
- Upon receipt of return packages from the RMA Department, please open and check items inside packages immediately. And report any additional issue. Please be aware that any delayed and late update of a return RMA item may affect the new warranty status of the return RMA item.
- An RMA replacement product will carry the warranty entitlement from the original product.

### Richway RMA Service Terms & Conditions – Please read carefully.

1. Requests must be received and reviewed by a Richway Customer Support Team staff member in writing or by email.
2. All products for RMA services must have record of sale (proof of purchase). Photos (or videos) of reported products must be included in the initial request email.
3. All sales information available in our system is firsthand/ raw data submitted by parties originally placing the orders. For privacy concerns, any data captures and updates will be recorded to our system, only when provided by data submitters in writing.
4. If a product is damaged due to customer negligence, its Richway's product warranty is invalid.
5. Once an RMA# is issued, there will be 30 calendar days to ship the product to Richway before the RMA# is deactivated. After the 30 days, please contact us to reactivate the RMA#.
6. If No Trouble Found (NTF) is determined through testing at the Richway Service Center, additional information may be required to further troubleshoot from the customer. Failure to provide the requested information will result in the product being returned to the customer as NTF. Despite warranty status, the customer will have to pay for shipping charges for the return package.

7. Products returned to Richway deemed unrepairable for any reason will be automatically replaced. Richway will contact the customer to determine the appropriate course of action. Products deemed unrepairable by Richway may be considered for additional RMA charges for replacement costs.
8. Richway is not liable for any damage caused from improper packing or during shipping to or from the Richway facility.
9. Richway assumes liability BETWEEN the time of receiving a customer's RMA package from the delivery agent AND the time of dropping off the customer's return RMA package from the shipping department.
10. One RMA# per request, product, or original Richway Invoice RI#.
11. Email requests and required information to [rma@richwayusa.com](mailto:rma@richwayusa.com). Missing information, or incomplete documentation, will delay the processing of request.
12. A return request for a refund (full or partial) on a new order will refer to the date of delivery and the timestamp of the initial email request.
13. It is the customer's liability for a wrong product ordered due to mistakes, so the customer is responsible for the shipping costs for returning the product to Richway for an order exchange.
14. Richway is not responsible for overseas customs duties and taxes, nor does have information on the fees.
15. All shipments must be labeled with an authorized **RMA#**. Richway does not provide shipping package materials such as wrapping tissues and boxes. All overseas return package shipping invoices from Richway will be stated the true purpose and value as that will accompany the freight.
16. All shipping documentation must accompany the shipment when it arrives at Richway.
17. Do not ship products until authorized to do so by Richway Customer Support Centers (either Honolulu, Hawaii or South Korea) Shipping prior to authorization will result in the product being shipped back to the customer at the customer's expense.
18. Shipping costs to return any product (warranty, or non-warranty) to Richway depends on the case and product warranty status which are subject to Richway's terms and policies.
19. Based on information collected from the customer, our Customer Support Team will evaluate and present the best options after referring to proper procedures and consulting specialists and technicians from the Service Center either in the USA or South Korea.
20. No products will be returned from Richway to the customer or shipping delivery services until all associated payments have been received by Richway.